

Language Line Usage

Month	Service	Language	Length of Call	Cost
2011/12				
May 2011	Housing	Bengali		£64.80
	Housing	Sylheti		£129.60
Aug 2011	Social Work	Bengali		£140.40
	Environmental Health	Turkish		£36.45
Oct 2011	Education & Social Care	Latvian		£4.05
	Childrens Services	Russian		£18.90
Jan 2012	Criminal Justice	Bengali		£48.60
	Childrens Services	Arabic		£62.10
Feb 2012	Childrens Services	Arabic		£47.25
Mar 2012	Environmental Health	Mandarin		£37.80
	Childrens Services	Arabic		£24.30
	Housing	Russian		£10.80
				£625.05
2012/13				
Apr 2012	Childrens Services	Arabic	11	£14.85
May 2012	Housing	Hungarian	14	£18.90
Nov 2012	Housing	Spanish	8	£10.80
Jan 2013	Environmental Health	Turkish	52	£70.20
Mar 2013	Housing	Polish	11	£14.85
	Social Work	Polish	32	£47.25
				£176.85
2013/14				
Apr 2013	Housing	Italian	19	£25.65
May 2013	Housing	Polish	13	£17.55
Sep 2013	Housing	Polish	13	£17.55
Nov 2013	Environmental Health	Mandarin	47	£63.45
				£124.20
2014/15				
Jun 2014	Social Work	Cantonese	156	£210.60
Jul 2014	Housing	Hungarian	12	£16.20
	Social Work	Cantonese	41	£55.35
Aug 2014	Social Work	Cantonese	137	£184.95
Sep 2014	Social Work	Cantonese	47	£63.45
	Housing	Hungarian	12	£16.20
Oct 2014	Housing	Polish	22	£29.70
	Housing	Hungarian	38	£22.95
	Housing	Hungarian	2	£24.30
	Benefits & Revenue	Hungarian	18	£2.70

Month	Service	Language	Length of Call	Cost
Nov 2014	Finance	Hungarian	12	£16.20
	Housing	Hungarian	19	£25.65
Dec 2014	Benefits & Revenue	Hungarian	76	£102.60
Jan 2015	Housing	Hungarian	36	£48.60
	Benefits & Revenue	Hungarian	20	£27.00
Feb 2015	Housing	Hungarian	42	£56.70
Mar 2015	Housing	Latvian	14	£18.90
	Finance	Latvian	4	£5.40
				£927.45
2015/16				
Apr 2015	Housing	Polish	22	£29.70
Aug 2015	Housing	Hungarian	19	£25.65
Nov 2015	Housing	Bulgarian	2	£2.70
Feb 2016	Housing	Russian	82	£124.20
				£182.25
2016/17				
May 2016	Housing	Russian	33	£44.55
Jun 2016	Housing	Hungarian	311	£419.85
	Finance	Hungarian	19	£25.65
Jul 2016	Environmental Health	Mandarin	14	£18.90
	Housing	Cantonese	33	£44.55
	Finance	Mandarin	8	£10.80
Oct 2016	Housing	Latvian	14	£18.90
Nov 2016	Housing	Polish	17	£22.95
Jan 2017	Social Work	Russian	41	£55.35
Feb 2017	Social Work	Russian	4	£5.40
Mar 2017	Housing	Romanian	68	£91.80
				£758.70
2017/18				
May 2017				
Jun 2017	Housing	Romanian	31	£41.85
Jul 2017	Housing	Russian	65	£87.75
Oct 2017	Housing	Russian	40	£54.00
Jan 2018	Housing	Polish	32	£43.20
Feb 2018	Housing	Polish	60	£81.00
Mar 2018	Housing	Russian	12	£16.20
				£324.00
2018/19				
Apr 2018	Housing	Russian	67	£90.45
	Childrens Services	Mandarin	93	£125.55
Jun 2018	Housing	Russian	14	£18.90
	Childrens Services	Lithuanian	44	£59.40
	Childrens Services	Russian	68	£91.80
Jul 2018	Housing	Polish	28	£37.80
Sep 2018	Housing	Arabic	9	£12.15
Mar 2019	Housing	Polish	33	£44.55
				£480.60

Month	Service	Language	Length of Call	Cost
2019/20				
Apr 2019	Housing	Russian	28	£37.80
Aug 2019	Housing	Russian	53	£71.55
Nov 19	Housing	Polish	22	£29.70
Mar 20	Social Work	Polish	69	£93.15
	Social Work	Mandarin	62	£83.70
				£315.90
2020/21				
Apr 20	Housing	Mandarin	7	£9.45
	Social Work	Polish	27	£36.45
Jul 20	Housing	Russian	87	£117.45
Aug 20	Housing	Russian	44	£59.40
				£222.75
2021/22				
Jul 21	Housing	Thai	188	£253.80
Aug 21	Housing	Thai	21	£28.35
Feb 22	Housing	Polish	57	£76.95
				£359.10
2022/23				
May 22	Housing	Polish	21	£28.35
Jun 22	Housing	Polish	39	£52.65
Jul 22	Housing	Russian	37	£49.95
Aug 22	Housing	Portuguese	33	£44.55
Sep 22	Housing	Ukrainian	9	£12.15
Oct 22	Housing	Polish	39	£52.65
Nov 22	Housing	Thai	24	£32.40
	Housing	Romanian	13	£17.55
Dec 22	Housing	Polish	38	£51.30
Feb 23	Environmental Health	Thai	40	£54.00
	Housing	Thai	36	£48.60
Mar 23	Social Work	Thai	14	£18.90
				£463.05